

Toward a Theory of Behavioral Operations

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Published Online: 11 Mar 2008 | <https://doi.org/10.1287/msom.1070.0205>

Abstract

Human beings are critical to the functioning of the vast majority of operating systems, influencing both the way these systems work and how they perform. Yet most formal analytical models of operations assume that the people who participate in operating systems are fully rational or at least can be induced to behave rationally. Many other disciplines, including economics, finance, and marketing, have successfully incorporated departures from this rationality assumption into their models and theories. In this paper, we argue that operations management scholars should do the same. We explore the theoretical and practical implications of incorporating behavioral and cognitive factors into models of operations management and suggest fruitful avenues for research in *behavioral operations*.

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Volume 10, Issue 4

Fall 2008

Pages 563-691

Article Information

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Cited 428 times

Information

Received: March 21, 2006

Accepted: December 01, 2007

Published Online: March 11, 2008

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Cite as

Francesca Gino, Gary Pisano, (2008) Toward a Theory of Behavioral Operations. *Manufacturing & Service Operations Management* 10(4):676-691.

<https://doi.org/10.1287/msom.1070.0205>

Keywords

behavioral operations

decision making

beer game

system dynamics

cognitive biases

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